

## Shiau Chan (LKKAUTO)

---

**From:** WONG JOSEPHINE <josephinewong@uoi.com.sg>  
**Sent:** Friday, 23 April 2021 1:13 PM  
**To:** Shiau Chan (LKKAUTO); SUR  
**Cc:** LEE KATIE  
**Subject:** RE: [EXT] FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3285X & SDM1255J ON 28.3.2021

M11D12512104

Due to the COVID-19 situation, most of our staff are working from home.  
While we remain committed to serving you, there may be delay in our customer services.  
We thank you for your kind understanding under such challenging circumstances.

### Josephine Wong

Executive  
Claims



Serving Singapore since 1971

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • josephinewong@uoi.com.sg

#### UOB EMAIL DISCLAIMER

Any person receiving this email and any attachment(s) contained, shall treat the information as confidential and not misuse, copy, disclose, distribute or retain the information in any way that amounts to a breach of confidentiality. If you are not the intended recipient, please delete all copies of this email from your computer system. As the integrity of this message cannot be guaranteed, neither UOB nor any entity in the UOB Group shall be responsible for the contents. Any opinion in this email may not necessarily represent the opinion of UOB or any entity in the UOB Group.

---

**From:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>  
**Sent:** Friday, April 23, 2021 11:55 AM  
**To:** WONG JOSEPHINE <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>  
**Cc:** LEE KATIE <katielee@uoi.com.sg>  
**Subject:** RE: [EXT] FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3285X & SDM1255J ON 28.3.2021

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Josephine,

Kindly provide us the claim reference of above mentioned.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Wednesday, 31 March 2021 10:13 AM

**To:** 'WONG JOSEPHINE' <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** [Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg); 'LEE KATIE' <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Subject:** RE: [EXT] FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3285X & SDM1255J ON 28.3.2021

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

---

**From:** WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>

**Sent:** Tuesday, 30 March, 2021 4:32 PM

**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** [Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg); LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Subject:** FW: [EXT] FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3285X & SDM1255J ON 28.3.2021

Without Prejudice

Dear LKK

Kindly assist to survey third party's vehicle .

Details of survey as email below . Thanks

Due to the COVID-19 situation, most of our staff are working from home.

While we remain committed to serving you, there may be delay in our customer services.

We thank you for your kind understanding under such challenging circumstances.

**Josephine Wong**

Executive  
Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)

UOB EMAIL DISCLAIMER

Any person receiving this email and any attachment(s) contained, shall treat the information as confidential and not misuse, copy, disclose, distribute or retain the information in any way that amounts to a breach of confidentiality. If you are not the intended recipient, please delete all copies of this email from your computer system. As the integrity of this message cannot be guaranteed, neither UOB nor any entity in the UOB Group shall be responsible for the contents. Any opinion in this email may not necessarily represent the opinion of UOB or any entity in the UOB Group.

---

**From:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>

**Sent:** Tuesday, March 30, 2021 3:00 PM

**To:** WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>

**Cc:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Subject:** RE: [EXT] FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3285X & SDM1255J ON 28.3.2021

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Josephine,

Please arrange LKK, thanks.

Pearlyn Cheong  
Insurance Advisor Supervisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7288  
Main Line: +65 6305 7299  
Main Fax: +65 6474 364  
[pearlyn.cheong@vw.com.sg](mailto:pearlyn.cheong@vw.com.sg)  
<http://www.vw.com.sg>

**VOLKSWAGEN**  
GROUP SINGAPORE



Das WeltAuto.



---

Internal

**From:** WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>

**Sent:** Tuesday, 30 March 2021 1:42 PM

**To:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Tang Shu Shi (VGS -

SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>

Cc: Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Subject:** [EXT] FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3285X & SDM1255J ON 28.3.2021

Without Prejudice

Dear Charmaine

We propose Automobile Inspection Services , if you do not agree, kindly choose from our lists of surveyors.

Liability is clear without prejudice to other related injuries' claim.

Due to the COVID-19 situation, most of our staff are working from home.

While we remain committed to serving you, there may be delay in our customer services.

We thank you for your kind understanding under such challenging circumstances.

**Josephine Wong**

Executive  
Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)

**UOB EMAIL DISCLAIMER**

Any person receiving this email and any attachment(s) contained, shall treat the information as confidential and not misuse, copy, disclose, distribute or retain the information in any way that amounts to a breach of confidentiality. If you are not the intended recipient, please delete all copies of this email from your computer system. As the integrity of this message cannot be guaranteed, neither UOB nor any entity in the UOB Group shall be responsible for the contents. Any opinion in this email may not necessarily represent the opinion of UOB or any entity in the UOB Group.

---

**From:** WONG JOSEPHINE

**Sent:** Tuesday, March 30, 2021 1:34 PM

**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>

**Cc:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Subject:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3285X & SDM1255J ON 28.3.2021

Without Prejudice

Dear Charmaine

We propose Automobile Inspection Services , if you do not agree, kindly choose from our lists of surveyors.

Liability is clear without prejudice to other related injuries' claim.

Due to the COVID-19 situation, most of our staff are working from home.  
While we remain committed to serving you, there may be delay in our customer services.  
We thank you for your kind understanding under such challenging circumstances.

## Josephine Wong

Executive  
Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)

### UOB EMAIL DISCLAIMER

Any person receiving this email and any attachment(s) contained, shall treat the information as confidential and not misuse, copy, disclose, distribute or retain the information in any way that amounts to a breach of confidentiality. If you are not the intended recipient, please delete all copies of this email from your computer system. As the integrity of this message cannot be guaranteed, neither UOB nor any entity in the UOB Group shall be responsible for the contents. Any opinion in this email may not necessarily represent the opinion of UOB or any entity in the UOB Group.

---

**From:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>  
**Sent:** Monday, 29 March 2021 5:25 PM  
**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>  
**Cc:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3285X & SDM1255J ON 28.3.2021

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Claims,

Please revert on liability & survey arrangements.

Thanks.

Best regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7176  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>

**Sent:** Monday, 29 March 2021 5:21 PM

**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>

**Subject:** Scan Image

Internal